OXFORD
MANAGED WITH PRIDE

120 ADELAIDE

CUSTOMER INFORMATION MANUAL

120 Adelaide Street West
Toronto, Ontario
M5H 1T1

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SECTION I: INTRODUCTION

1.01 Welcome to Richmond-Adelaide Centre

At Oxford Properties Group, it is our goal to make your day-to-day life easier. This manual includes everything you need to know about the services and features Richmond-Adelaide Centre has to offer, plus key operating procedures.

We're committed to providing you with the absolute best in Real Estate Management services. As part of Oxford's portfolio, Richmond-Adelaide Centre is run by our industry-leading and award-winning Management Team, and backed by the 310.MAXX customer service platform.

We hope that you'll find this manual easy to use and informative. We've made our best efforts to make sure our manual lines up with your lease agreement. However, in the rare case that there are some differences, please note that the lease always takes precedence over the manual.

All of us at Oxford Properties Group sincerely wish that you enjoy your time at Richmond-Adelaide Centre. Please do not hesitate to contact us with questions, concerns, or ideas.

SECTION II: REAL ESTATE MANAGEMENT CONTACTS & KEY INFORMATION

2.01 Real Estate Management Team

Your Real Estate Management Team is located at 120 Adelaide W, Suite 702. If you have any questions, comments or concerns regarding your lease, leased premises, services, building facilities, or accounting, please contact us.

Real Estate Management Main Telephone 416-865-8440 **and Fax** 416-868-3798

General Manager
Angelo Potkidis
apotkidis@oxfordproperties.com

Property Manager
Courtney Starr
cstarr@oxfordproperties.com

Operations Manager
Mark Nahorniak
mnahorniak@oxfordproperties.com

Manager, Construction
Robert Barclay
rbarclay@oxfordproperties.com

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jaziz@oxfordproperties.com

Assistant Property Manager
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Operations Supervisor
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Administrative Assistant
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smcintyre@oxfordproperties.com

Administrative Assistant
Mina Shukla
mshukla@oxforproperties.com

Property Administrator
Mary Jo Almeida
malmeida@oxfordproperties.com

Parking Manager
Jega Nathan
jnathan@impark.com

Project Manager
David Simpson
dasimpson@oxfordproperties.com

Leasing
For leasing inquiries please contact our leasing managers as outlined below.

Leasing Director
Jamie Petch
jpetch@oxfordproperties.com

Leasing Manager
Greg Hayes
ghayes@oxfordproperties.com

Please visit our website at www.oxfordproperties.com/leasing for more information about leasing.

Emergency Numbers
Control Centre: 416-868-3701

2.02 Hours of Operation

Regular hours of operation are:

Monday through Friday 8:00 a.m. to 6:00 p.m.
Saturday Card Access Only
Sunday Card Access Only

The hours set out in your lease take precedence over the above hours. We understand that you may want to operate your own extended hours beyond normal office tower hours. Please note that extended hours are subject to the security access regulations for the property and additional costs may apply. Please contact your Real Estate Management Office for more info.

120 Adelaide W Public Access Hours

- North entrance is accessible from Richmond Street through the courtyard from 8:00 a.m. to 6:00 p.m.
- South entrance is accessible from Adelaide Street from 8:00 a.m. to 6:00 p.m.
- Main lobby can be accessed from the PATH

Statutory Holidays
On statutory holidays the 120 Adelaide W will operate under weekend security procedures. Garbage removal and cleaning services will resume on the next business day. Please advise your Oxford Real Estate Management Team via 310.MAXX if your company's holiday schedule differs from the building holiday schedule.

2.03 Mailing Address and Postal Information

120 Adelaide St W
Toronto ON M5H 1T1

Looking for your mail? You'll find it in the mail room on the concourse level near the freight elevator. New tenants assigned a mailbox when they move in.

Looking for a Canada Post Office? You'll find it at: First Canadian Place, 100 King St. W

For more info, call 1-866-607-6301 or visit www.cananadapost.com

2.04 Insurance Requirements

We require that you keep a current Certificate of Insurance on file with the Real Estate Management Office. The Certificate of Insurance must provide sufficient coverage to satisfy the terms of your lease.

The certificate must also contain a provision stating that coverage will not be cancelled or non-renewed without a prior written notice to the owner of 30 days. Please note that the insurer must be licensed and admitted in Canada.

2.05 Rental Payments

A rental notice will be issued prior to the commencement of your lease and typically at the end of each year to reflect changes in additional rent (i.e. Operating Costs and Realty Taxes) for the upcoming year. In addition, a rental notice will be issued should there be a change in your rent (i.e. increase in basic rent).

In accordance with your lease, rent is due and payable on the first day of the month without prior written notice or invoice.

Payment Options:

1. **Electronic Funds Transfer (EFT) (Rental payments only):**
   Under the Pre-Authorized Payment option, simply provide proper authorization to your bank to allow Oxford Properties to directly debit your company bank account for the relevant monthly rental charges. See EFT Form in Section 9 for more details.

2. **Direct Deposit:**
   Under the Direct Deposit option, we'll provide you with our banking info. You can then electronically transfer your payment to us directly.

2.06 Signage

To request new or additional suite signage please contact the Real Estate Management Office.

Please note that all signage must be pre-approved by the Real Estate Management Office. Signs that haven't been pre-approved are prohibited. We also ask that you refrain from taping signs to building walls, suite doors, building or elevator lobby doors, or elevator walls.

Electronic Directories

To help your visitors easily find you, 120 Adelaide W has an electronic directory located at the security desk in the lobby and free standing units throughout the complex. Electronic directories are set up to list only your company principals, partners, and a few other pieces of info. If you would like to change or add to your directory listing please contact the Real Estate Management Office.

2.07 Moving and Delivery Guidelines

Planning a big move in or out of the building, or even within it? To make sure everything runs smoothly and to avoid disturbing our other customers, we ask that you tell us about it in writing, in advance, of all company moves. All correspondence relating to moves should be directed to the Real Estate Management Office.

All moves must take place after 6:00pm Monday through Friday, or on weekends. While we try to accommodate all move requests, we schedule them on a first come, first served basis.

If you need security escorts we can arrange on your behalf for an additional charge.

Please provide the following to the Real Estate Management Office prior to your move-in:

- Certificate of Insurance
- Tenant Contact Form
- Fire Warden Form
- Company name details for suite signage and directory listing

The Oxford Real Estate Management Office will provide:

- Access control cards
- Keys for offices and washrooms

If you need to move furniture, equipment and supplies in and out of the building please keep these rules in mind:

- The loading dock is the only building entrance that can be used for moves.
- Movers must carry insurance in accordance with the specifications in the Insurance requirements section of this manual and provide us with an Insurance Certificate prior to the move.
- The mover must provide and install protective coverings on all walls, door facings, elevator cabs and other areas along the route to be a protective barrier. These areas are inspected for damage after the move.
- Restoring any damage to the building or fixtures in connection with the move is the financial responsibility of the tenant.
- The freight elevator is the only elevator that can be used for the movement of furniture, equipment and supplies.
- Movers must make arrangements with the Oxford Real Estate Management Office for use of the elevators for each move. A firm arrival time should be established for each day of a move.
- Movers are required to remove all boxes, trash, etc., when leaving the property. Any materials left behind will be disposed of by building staff and charges for this disposal are billed to the tenant.
- Our building has a strict "No Smoking" Policy. Moving crews are not permitted to smoke in any area of the building.
- City fire departments prohibit the blocking of any fire corridor, exit door, elevator lobby of hallways.

Service Elevator Dimensions

Door Height	9’ 0“	Door Width	4‘ 0“
Elevator Height	10’ 8”	Elevator Width	5’ 8”
Depth	6’ 3”	Maximum Capacity	1,800 kg

2.08 Construction Guidelines

Prior to the start of any office space construction or renovation, tenants are required to submit a complete set of working drawings including mechanical, electrical and communications specifications in accordance with the Tenant Design & Construction Manual. For an electronic copy, go to www.310MAXX.com and select 120 Adelaide W under “My Buildings”, then select Forms & Manuals from the menu on the left. You can also contact your Oxford Real Estate Management Office to request a copy.

Please forward drawings to:

Robert Barclay, Manager, Construction
Oxford Real Estate Management Office

120 Adelaide W
Suite 702, Toronto ON
M5H 1T1
rbarclay@oxfordproperties.com

SECTION III: SERVICES & BUILDING AMENITIES

3.01 310.MAXX

310.MAXX is Oxford's industry-leading telephone and web-enabled customer service platform. Across Canada, over 1,000 calls are received every day. Oxford responds to all calls within 30 minutes. 310.MAXX enables our management teams to optimize the allocation of staff resources, schedule preventative maintenance and proactively deliver services to our customers in order to make their workplace more efficient and productive.

Requests can be made by calling 310.MAXX (6299) or by visiting www.310MAXX.com.

Customers who intend to place calls online should contact the MAXX Help Desk at maxxhelp@oxfordproperties.com for login information.

Some examples of reasons to call 310.MAXX or visit www.310MAXX.com may include:

- Temperature adjustments
- Cleaning requests
- Light bulb replacement
- General maintenance
- Any other building inquiries you may have

Please note that any billable work will require advance authorization by the appropriate individual in your organization.

3.02 Parking

Richmond-Adelaide Centre has approximately 305 spaces in an enclosed parking garage. There are three levels of parking for both tenant and visitor use. The parking garage entrance/exit is located on York Street. The parking garage is accessible 24 hours a day, 365 days a year.

Parking services are managed by Impark**,** an independent parking management company. For more information regarding the parking garage, to make special arrangements for prepaid guest and/or staff parking, or for more information, please call the Parking Manager at 416-868-3781 or visit the Parking Office, located on P2 of 120 Adelaide W.

Daily Parking
To help you and your visitors get in and out of the building faster, the garage is equipped with a fully automated payment system. Payment can be made in the parking elevator lobbies or at each exit gate. Drivers can use cash, credit or debit to pay the hourly/daily/event rates that are posted at the entrance to the garage. For extra security, garage entrances and shuttle elevator lobbies are monitored by closed circuit television at our Building Control Centre.

Monthly Parking
Going to be parking frequently? Electronic Transponders are available for customers who are interested in regular monthly parking. To register for monthly parking, contact the Parking Manager at 416-868-3781.

Garage Duress Alarm System
Our garage is equipped with a duress alarm system that is monitored by our security staff 24 hours a day, 7 days a week. The system lets security instantly pinpoint the zone from which an alarm has originated, and dispatch security to assist you. The alarms are located on columns through-out the garage and are easily identifiable.

3.03 Car Care Services

Auto Groom – mobile car wash and detailing service available by calling 416-622-1943

3.04 Bicycle Storage

A secure bicycle cage is available for use in the garage. An access card is required to enter the bicycle cage, and entrance is limited to tenants only.

We also offer bicycle racks, located on P1 in the garage, just inside the entrance. Although security cameras are focused on the bike rack area, we recommend using a bike lock.

For the convenience and safety of everyone in our building, we do not permit bicycles in the lobby or concourse area. Bicycles are also prohibited in passenger, parking or service elevators. Please note that building staff will deny access to anyone attempting to enter the building with a bicycle. Bikes cannot be stores in offices. Please use our racks and cages instead.

3.05 Storage Facilities

A variety of on-site storage facilities are available in various locations throughout Richmond-Adelaide Centre. For information on current storage availability and rates, please contact the Oxford Real Estate Management Office.

3.06 Smoking Policy

Smoking is prohibited in all common and public areas of the building including, but not limited to, building lobbies, elevator lobbies, washrooms, loading docks, all elevators (passenger and freight), all parking garage levels, and all stairways. Smoking is also prohibited in all external patios, stairways, and fire escapes. Per the City of Toronto By-law, smoking is not permitted within 9 metres of any perimeter door. Security officers performing perimeter patrols are instructed to inform smokers of this by-law.

3.07 Public Washrooms

Public washrooms are located on the concourse level of 120 Adelaide W, adjacent to the food court.

3.08 Concierge

Oxford's Corporate Concierge Service is focused on providing our customers with an extensive range of leisure, entertainment and service options – wherever possible at a discounted price.

Industry relationships have allowed us to offer reduced price selections on year-round activities and popular tourist venues, as well as more seasonal attractions, particularly during the summer months. We have negotiated agreements with a wide range of suppliers based on a group sales approach and pass on those savings to the customers in a variety of areas. These same industry relationships frequently allow us to provide access to events and performances when more conventional means are not available, as is the case with theatrical "House Seats". Access to this network of theatre, entertainment and hospitality industry contacts has proven to be a valuable and popular asset for our customers, from both a personal and a business perspective.

The full range of the current offerings is available on the Corporate Concierge website: www.oxfordproperties.com/contickets.

Thomas Chesterfield, Corporate Concierge
130 Adelaide W, Front Desk
Tel: (416) 868-3707
tchesterfield@oxfordproperties.com

3.09 Lost & Found

Found something that doesn't belong to you? Turn it in to any member of the Oxford security team. All items, regardless of where in the complex they were found, are taken to the Building Control Centre on P2 of 120 Adelaide W where they're properly logged and stored.

Looking for something you lost? Check for a lost item by calling the Oxford Real Estate Management Office. Please note that lost and found items are kept for 60 days.

3.10 Additional Services & Amenities

Banks

RBC Royal Bank – located in the lobby of 130 Adelaide W

Boardroom & Meeting Room Rentals

The Professional Centre, conveniently located in 120 Adelaide W, has many meeting and training rooms available for rent on a short term basis. Their facilities are equipped with photocopying, scanning, faxing, printing and internet access. For more information please contact Ezra Rosenzweig or Margaret Moore of The Professional Centre at 416 367-1055.

Daycare

Located on the mezzanine level of 130 Adelaide W, the Richmond-Adelaide Child Care Centre is run by the George Brown College School of Early Childhood Education. The new 4,462 square foot facility opened in January 2009 and includes a large, protected outdoor playground area above street level. Enrolment priority is given to children whose parents work at Richmond-Adelaide Centre. For more information please contact the Daycare directly at 416-415-2453.

Amenities

Underground Parking Facility 305 spaces	Garage Duress Alarm System
Bicycle Racks & Short Term Lockers	Courtesy Battery Boost
Child Care Facility	Locksmith
Afterhours Security	Banking Facilities
Security System Monitoring 24/7	The Provision of Afterhours HVAC
Restaurants, Shops & Food Court	Pest Control Services
Special Services (Handyman)	Service Centre 310MAXX.com
Housekeeping Services	Tenant Fire Safety Team Training
Service Elevator	Window Cleaning
Signage & Business Directory Listing	Vehicle Convenience Station (Window washing, vacuum and air pump)
Send Word Now Emergency Notification	Storage Facilities
Eco-Zone (electric vehicle charging station and preferred spots for hybrid vehicles)	

3.11 Local Business Directory

Here's a list of shops, services, and restaurants that you might find useful.

Banks

- TD Bank 416-890-5677
  141 Adelaide Street West

- Bank of Montreal 416-359-4000
  Main Branch, First Canadian Place
  100 King Street West

- CIBC 416-980-2211
  Main Branch, Commerce Court
  30 Wellington Street West

- Bank of Nova Scotia 416-866-6161
  Main Branch, Scotia Plaza
  40 King Street East

- HSBC 416-868-8500
  Main Branch
  70 York Street

Medical Services

- **Emergency 911**

- Poison Control 416-813-5900

- Patient Networks Family Medicine Walk In Clinic
  157 Yonge St, Toronto, ON M5C 1X7 (416) 362-8822

- There are several hospitals located on University Avenue, a few blocks north of Richmond-Adelaide Centre including Toronto General, Princess Margaret, Mount Sinai and Sick Kids.

Entertainment

- Four Seasons Centre
- Elgin and Winter Garden Theatre
- Roy Thompson Hall
- Ed Mirvish Theatre
- Royal Alexandra Theatre
- Princess of Wales Theatre
- The Second City
- Scotiabank Theatre

Hotels

- InterContinental Toronto Centre 416-597-1400
  225 Front Street West

- The Hilton Toronto Hotel 416-869-3456
  145 Richmond Street West

- The Sheraton Centre Toronto 416-361-1000
  123 Queen Street West
- Shangri-La Hotel Toronto 647-788-8888
  188 University Avenue
- Trump Hotel Toronto 416-306-5800
  325 Bay Street
- The Fairmont Royal York 416-368-2511
  100 Front Street West

Restaurants

- Red's 416-862-7337
  First Canadian Place, Adelaide Street Entrance
- Estiatorio Volos 416-861-1211
  133 Richmond Street West
- Little Anthony's 416-368-2223
  121 Richmond Street West
- Drake 150 416-363-6150
  150 York Street
- John & Sons 416-703-5111
  56 Temperance Street
- Mercatto on Bay 416-306-0467
  330 Bay Street
- Bymark 416-777-1144
  TD Centre, Concourse Level
- Far Niente 416-214-9922
  Commerce Court South - Street Level
- Jump 416-363-3400
  Commerce Court West, Street Level

The following are located at Richmond-Adelaide Centre - www.oxfordurbanretail.com

Fashion & Accessories

- Andrew's Ties
- Elements
- Highfields Luggage
- Mani Jewelers

Food

- The Keg – 165 York Street; accessible via 130 Adelaide W lobby
- Hy's Steakhouse – 120 Adelaide W lobby
- 3 Brewers – 120 Adelaide W lobby
- Tim Horton's
- Nadege Patisserie
- Bagel & Co.
- Bibab Express
- Biryani
- Fast Fresh
- Fresh West
- Piazza Manna
- Soup Nutsy
- Starbucks
- Taste of Orient
- Wikki Hut

Services

- Print Three
- Moneysworth Best Quality Shoe Repair
- The Printing House
- Royal Health Centre
- Flight Centre
- Cherish Dry Cleaners
- Toothworks Dental Office
- True North Mortgage
- Waxon Wax Bar
- International Currency Exchange
- Josephson's Opticians
- Aldo's Hair Design
- Athlete's Care – 130 Adelaide W Lobby

Specialty Shops

- Bell
- Rexall
- Tidy's Flowers
- International News
- Fido

Miscellaneous

- Toronto Transit Commission (TTC) 416-393-4636
  www.ttc.ca
- GO Transit 416-869-3200
  www.gotransit.com
- VIA Rail 416-366-8411
  www.viarail.ca

Taxi Cabs

- Beck Taxi 416-751-5555
- Crown Taxi 416-240-0000
- Co-op Cabs 416-504-2667

Car Rental Agencies

- Avis 416-777-2847
- Budget 416-977-6848
- Discount 800-263-2355
- Enterprise 800-325-8007
- Hertz 416-364-2080
- National 800-227-7368
- Thrifty 800-847-4389

Richmond-Adelaide Centre's Corporate Concierge has corporate discount codes for several car rental agencies. Please contact Thomas Chesterfield at 416-868-3707 or tchesterfield@oxfordproperties.com for more information.

Airport Transportation Service

- Aerofleet 416-449-4990
- Air Flight Limousine Service 416-445-1999
- Park-N-Fly 905-677-9143
- Pearson International Limousine 416-259-0911

SECTION IV: CENTRAL BUILDING SERVICES

4.01 Heating, Ventilating and Air Conditioning (HVAC)

120 Adelaide W heating, ventilation, air conditioning (HVAC) are computer monitored 24 hours a day, 7 days a week by the Building Control Centre.

All service and maintenance requests, including heating and cooling, can be conveniently requested through 310.MAXX.

Finding it too hot or too cold? Here are some hand tips to make your office more comfortable:

- Keep furniture at least eighteen inches from perimeter heating units
- Keep papers and other items off exposed radiation grills—covering these grills restricts temperature control
- Do not place furniture close to thermostats as this can affect the temperature reading
- If you need to make a manual thermostat adjustments, don't adjust the unit in large increments or ranges of temperature

When you first move into a suite, airflow to your floor should be balanced by a competent "air balancing" technician in accordance with your construction criteria. You should have your floor's ventilation system rebalanced when:

- Internal walls are added or relocated
- Occupancy level increases
- You substantially increase loads by the addition of heat generating equipment

To keep you cool and comfortable, we supply air conditioning to the building on Monday – Friday 8:00 a.m. to 6:00 p.m. If you require air conditioning outside of these hours, please contact 310.MAXX. Please note there is a charge for after hours air conditioning. The person listed on the Tenant Contact Form under "Service Requests" will be authorized to make this request.

4.02 Lighting

Lighting After Hours
Base building fluorescent lights are controlled by a low voltage lighting control system. Lighting schedules can be tailored to reflect our Customers' operating hours. New Customers should advise the Management Office of their preferred schedule by contacting 310.MAXX. Customers may also request after-hours lighting by calling 310.MAXX or by using their designated lighting code and following the instructions listed below:

1. Dial 416-868-1896
2. Wait for the beep to end
3. Enter your phone code
4. Dial "1#" for ON or "0#" for OFF

The lights will remain on for four hours and will flicker before they turn off as a reminder.

Purchasing and/or Storing Lights and Ballasts
Building-standard lights and ballasts will be replaced by Oxford staff. If you require non-standard lights, you will need to purchase and store them yourself. We're happy to help replace these lights, please call 310-MAXX to arrange.

You may also arrange to have Oxford purchase specialty lamps on your behalf. These purchases are subject to a 15% applicable administration fee as defined in your lease. For more info, contact the Oxford Real Estate Management Office.

4.03 Loading Dock

Rules and Regulations

- Drivers are required to sign in and out with the Dock Master. If a driver plans to step away from their vehicle during the delivery, the driver must advise the Dock Master.
- Drivers are not permitted to idle their vehicle or leave their motors running in the loading dock for any reason.
- All use of the loading dock is limited to the hours of 6:00 p.m. to 7:00 a.m.
- Parking in the loading dock for any purpose other than loading or unloading is not allowed. Drivers who park in the loading dock for unauthorized purposes run the risk of being tagged and/or towed.
- Only one vehicle per delivery is permitted at one time. If multiple vehicles arrive at the same time for the same delivery, or the same company, the extra vehicles must be parked elsewhere. When each vehicle leaves, another may approach the loading dock and wait their turn.

The loading dock is located on the concourse level of the property. It is accessible by the temporary ramp from 14 Sheppard St. Remember, this area is reserved for pickups and deliveries. All other potential uses are strictly prohibited. The building loading dock accommodates straight-bodied trucks up to **6 metres long, 3.5 metres wide and 3.7 metres high.**

Passenger elevators are reserved for people with small deliveries. Under no circumstances can they be used for large or bulk deliveries. Keep in mind that large deliveries can't be brought in through the main doors, and they're prohibited from the lobby areas. Deliveries, primarily items on carts or dollies, brought through street level doors or through the main lobby may be intercepted by security or building management. If that happens, the delivery company and the customer receiving the delivery will be notified of the incident.

We want to make sure that everyone has time to receive their deliveries. As we receive a large number of deliveries each day, we want to help keep things flowing. So we enforce a parking time limit of 20 minutes. If a customer knows their delivery may take longer than this 20-minute limit, they may schedule an elevator booking in advance for after hours.

4.04 Utility Service Access (Electrical and Telephone Rooms)

For the safety of everyone, access is restricted to building personnel and approved contractors only. Contractors must contact Rycom at www.rycom.ca or 1-877-792-6687 to be issued a work order before access can be given. Doors are not to be propped open and must remain locked at all times.

SECTION V: SECURITY AND LIFE SAFETY

5.01 Building Security

120 Adelaide W has a 24-hour security program that includes the following:

- Security personnel posted in the lobby
- Patrols of the common areas, parking garages and the exterior grounds.
- Surveillance via closed circuit television in public areas.
- Duress alarm system in the parking garage.
- Security escorts available by request.
- Access Card System

While cameras, maintenance staff, and security officers provide the basic protection we all count on, security starts with you. We believe that everyone's cooperation and attentiveness can make a world of difference in our efforts to keep our building safe.

Please follow these common sense procedures and you can help us prevent theft of personal valuables or company property:

- Enforce strict control of keys and access cards. Please notify the Management Office of any employee terminations. You should also cancel access cards of any employee no longer working on the premises.
- Immediately report any loss of property or other suspicious event to Security. Make special note of the time you first noticed something amiss. We might be able to use this info when analyzing camera footage as part of an investigation.
- Serial numbers of all valuable items should be stored in a file to aid police in the event of a theft or other loss of property.
- Pay extra attention during the first 30 minutes after opening, lunch hours and just before closing. The disarray and movement of people during these times is a prime opportunity for theft.
- Handbags, gym-bags and coats should never be left unattended in reception areas or on top of desks at any time.
- Never leave a vault or safe open while out of sight, or outside the office. Do not leave a safe combination in an easily accessible area. Thoroughly spin all combination locks after locking.
- Be especially aware of strangers in your vicinity. Report to security any individual who cannot be identified, or whose business cannot be readily established. Do not allow anyone who does not appear to have a proper access card to enter an elevator with you after hours or enter your suite. This process is known as "piggy backing" and is one method of gaining access to restricted areas.
- Make certain that all public corridor doors are closed and properly locked at the end of each business day.
- At the end of each working day, small personal and company valuables should be locked in cabinets, desks, or credenzas. Particular care should be taken to secure laptop computers. Remember, thieves love laptops—they're easily transported and readily marketable.

5.02 Additional Security Services

Security Escorts
We are happy to provide security escorts free of charge to those who have vehicles parked in the onsite parking garage. When requesting an escort, inform security of your location and remain there until an officer arrives.

Security Duty Officers
If you require additional security for an event we can facilitate through our security contractor. Please note additional charges will apply. For more information please contact the Real Estate Management Office.

5.03 Access Card System

120 Adelaide W has an access card system that controls access to the building, elevators and tenant premises. During regular business hours the building entrances and elevators do not require access cards (unless floor access is restricted for a particular organization). After-hours access is restricted by security, and access cards are required.

New Access Cards
To obtain an access card, employees must bring a completed Access Card Request Form to the Oxford Real Estate Management Office during one of the following times to have their picture taken: Mondays and Fridays from 10:00 a.m. to 12:00 p.m. and Wednesdays from 2:00 p.m. to 4:00 p.m. The form must be signed by an authorized representative of the Tenant firm. Your access card will allow you after-hours access to the building and onto your floor via the elevators.

There is $25.00 replacement fee for lost or stolen cards. This fee will be billed to your company directly.

Terminated Employees
When employees are terminated from your company, please call the Oxford Real Estate Management Office to deactivate the card.

5.04 After-Hours Access

If you are planning to have visitors after-hours we require written authorization (email is fine) from a recognized tenant contact of your company. After-hours visitors may include guests, contractors, etc.

If the Real Estate Management Office has not been notified beforehand, security will attempt to contact an authorized tenant contact. Once we receive authorization, the visitor will be permitted to sign in and proceed to the appropriate floor. Please note that this process can take up a lot of time. That's why we recommend you arrange access prior to their arrival. If a tenant contact cannot be reached or authorization cannot be established, we will unfortunately be unable to provide access. This procedure also applies to employees who do not have or forget to bring an access card after-hours.

5.05 Locksmith Services

When you move into 120 Adelaide W, you'll receive keys for your suites and mailbox. If you need more keys, you can purchase them for an extra fee through the building locksmith. All locks and keys must be building standard. To make a request, please contact 310.MAXX.

5.06 Send Word Now

We're committed to providing everyone with a safe and secure environment. In the event of an emergency, we use an emergency mass communication notification system called Send Word Now to notify and update predetermined customer representatives.

Send Word Now allows us to communicate across a variety of platforms, including email, voicemail, and mobile phones. Customer representatives in your office are responsible for forwarding emergency messages to your employees, consistent with your company emergency management protocols and procedures.

5.07 Power Failure

In the event of a power outage, remain calm and listen for info and instructions from the building's public address system. An emergency generator will automatically operate selected equipment, such as lights in stairwells and common areas, and the public address system.

Elevators
In the unlikely event that you become trapped in an elevator due to a power failure, remain calm. Within 15 seconds, the building's emergency generator should restore power to elevators. Once emergency power is restored, elevators (one at a time, in each bank) will proceed to the ground floor. This process will occur in sequence.

Lights
There will be a 15 to 20-second delay before power is supplied to the emergency lighting system. Full lighting and electrical power will be restored once the problem has been rectified.

5.08 Bomb Threats

If you receive a bomb threat, take it seriously:

- Call 911 to notify police
- Call Oxford Real Estate Management Office 416-865-8440

While the call might catch you off guard, be prepared to obtain precise info from the caller including:

- Time of the call
- Exact wording of the threat
- Any distinguishing characteristics of the caller such as the voice or background noises

For a complete Bomb Threat questionnaire, refer to the forms in section 9 in this manual or contact the Oxford Real Estate Management Office.

In the event that a suspicious object is found, local police or property security may recommend a partial or complete evacuation.

5.09 Fire Alarm System

120 Adelaide W is equipped with a two-staged fire alarm system. It has two separate and distinct tones:

1. The Alert Tone — intermittent beeping tone.
2. The Evacuation Tone — continuous siren tone.

When an alarm is activated from any floor, the floor where the alarm originates and the floor above and below will receive the Evacuation Tone (siren). The remainder of the floors in that elevator bank will receive the Alert Tone (intermittent beeping).

What to do when the Evacuation Tone sounds

1. Do not wait for announcements.
2. Remain calm and immediately evacuate via the nearest fire exit, closing all doors behind you.
3. Follow the directions of your Fire Safety Team.
4. Alternate exits may be accessed at crossover floors (approximately every 5 floors).
5. Do not use elevators, as they will automatically "home" to the ground floor.
6. Do not return until a fire official or Building Management personnel has announced that the alarm condition has been cleared.

What to do when the Alert Tone sounds

1. This Alert Tone indicates a potential fire condition somewhere in the building. Remain at your workstation but be prepared to leave the building if it becomes necessary.
2. Listen to announcements/instructions via the voice communication system and follow the instructions of your Life Safety Team.

5.10 Fire Wardens

Individual organizations are responsible for appointing fire wardens (and alternates) to direct employees in the event of an emergency. Oxford provides training for all fire wardens annually. To request a copy of the training PowerPoint or the Fire Warden Information Package please contact the Real Estate Management Office.

Fire Warden's Responsibilities

The Fire Warden will establish and communicate an assembly meeting place. This is an area outside the building where all employees will gather during an emergency and a check-in will be completed.

The Fire Warden must inform all employees on their floor of the following:

- Locations of fire pull stations
- Locations of fire extinguishers
- Locations of emergency stairwells

The Fire Warden must also advise against the following:

- The use of elevators during an emergency
- Re-entering the building for any reason during an emergency

The Fire Warden should also get to know all persons requiring assistance (PRA) on their floor. This includes people who are temporarily PRA due to injury, illness, or pregnancy. Capable individuals should be assigned to assist PRA customers (down the emergency stairwells if possible).

5.11 Fire Drills

120 Adelaide W conducts annual fire drills to simulate, as closely as possible, a real emergency situation. It is very important that all occupants participate in the drills to ensure they are prepared for an emergency. 120 Adelaide W's level of emergency preparedness is directly based on the success and participation of exercises such as building fire drills.

5.12 Fire Emergency

What to do if you discover fire or smoke:

1. Remain calm. Leave the fire area, closing doors behind you.
2. Activate the nearest **fire alarm pull station**. This will activate the fire alarm system.
3. When safe to do so, **call 911.** Provide your name, building address, and the location of the fire and/or smoke.
4. Immediately evacuate via the nearest fire exit. Follow the directions of your Fire Wardens. Do not use the elevators. The fire alarm causes elevators to automatically "home" to ground floor.
5. Report to your pre-determined assembly meeting point and check in with your Fire Warden.
6. Do not return until a fire official or Oxford personnel tells you that the alarm condition has been cleared.

5.13 Medical Emergencies

In the event someone in your office is in need of medical assistance, please follow these steps:

- **Call 911**. Provide your address, floor, and suite number. 911 dispatchers may ask for a detailed description of the person in distress.
- **Call Oxford Security at 416-868-3701.** This is important because Oxford's security team is fully experienced in preparing for medical emergencies. They'll clear the street and lobby to make room for medical personnel. They'll also commandeer a service elevator specifically for your emergency. Posted security officers will keep watch, direct, and escort medical personnel when they arrive. What's more, all security officers have First Aid and CPR training, and they're trained in the use of 120 Adelaide W's portable life safety equipment such as portable oxygen and external defibrillator.
- **Send one person to the elevator lobby on your floor** to lead security and medical personnel to the person in distress.

SECTION VI: HOUSEKEEPING & RECYCLING

6.01 Nightly Services

- Emptying all trash receptacles and recycling containers and replacing all liners as necessary
- Removing all collected trash and recycled materials to a designated area
- Dusting and spot cleaning all furniture, fixtures and accessories (providing desk surfaces are cleaned)
- Spot cleaning all horizontal and vertical surfaces (up to eye level)
- Spot cleaning all partition glass (up to eye level)
- Spot cleaning all walls, light switches and doors
- Cleaning and polishing drinking fountains
- Dust mopping all hard surface floors with a treated mop
- Wet mopping of all hard surface floors
- Vacuuming all carpeted traffic lane areas (corridors, reception area and board rooms)

6.02 Scheduled Housekeeping Services

Oxford's cleaning contractor, Hallmark Housekeeping, services all premises and common areas. Nightly cleaning commences at 5:30 p.m. Monday through Friday, except on holidays. Common areas include rest rooms, elevator lobbies and corridors, stairwells and all public areas. Daytime cleaning staff is on-site attending to common areas from 8:00 a.m. to 4:00 p.m. Monday through Friday.

For a cleaning schedule for your premises, please contact your Oxford Real Estate Management Team via 310.MAXX.

Frequent inspections are conducted to monitor the quality of cleaning service. Management meets regularly with the cleaning supervisors to assess performance and ensure our quality standards are maintained. If you have any comments or concerns regarding cleaning, please contact 310.MAXX.

Should you require any additional services above our building standard provision (for example, dishwashing and special functions) please contact 310.MAXX.

6.03 Special Cleaning Services

Hallmark Housekeeping Services, an independent housekeeping company, is currently under contract to provide housekeeping services at 120 Adelaide W.

In addition to the regular cleaning services you receive, a number of cleaning services are offered to keep your work environment clean and productive. To find out more or to book a specialized cleaning service, call the Manager, Housekeeping Services at 416-748-0330. Special cleaning services are contracted on a user-fee basis. These include:

- Carpet and upholstery cleaning
- Partition glass cleaning
- Floor refinishing and wall washing
- Computer cleaning
- Kitchen services
- Furniture polishing
- Metal restoration
- Emergency service
- Fire and flood restoration

6.04 Window Cleaning

Exterior window cleaning is completed three times a year, weather permitting. Interior window cleaning is completed once a year. We'll let you know in writing prior to interior window cleaning so that you can make sure the areas around the windows are cleared.

6.05 Recycling Program

We believe everyone needs to do their part to help the environment. That's why we encourage everyone to participate in our many recycling initiatives. It's a great way to help protect our environment while keeping operating costs down.

Oxford provides:

- A recycling container for each workstation
- A large recycling container in all kitchen areas for bottles and cans
- An organic container for coffee grounds and food waste in your kitchen.

If you require replacement or additional recycling containers please contact 310.MAXX. Please note that we don't provide waste receptacles.

What is Recyclable?

If it's made of paper, you can recycle it. That includes all this:

- Fax paper, photocopies, shredded paper, laser printout paper (large quantities of computer printouts will be picked up on request)
- Inter-office envelopes, window envelopes
- Pressure sensitive stickers such as post-it-notes
- Magazines, newspapers, phonebooks, catalogues
- Coated paper, brown Kraft paper, file folders
- Carbonless paper, wrapping paper
- Cardboard & boxboard

It's not just paper that can be recycled. Other recyclable products include:

- Wooden skids
- Plastic and glass bottles, jugs, metal cans, food cans, jars, tubs, lids, coffee grounds (these items are pre-sorted on site and routed for shipment directly to the appropriate recycling depots)
- Batteries from pagers, cell phones, small electronic devices, etc., are recycle—please collect the batteries in one area and contact 310.MAXX to request a pick-up when you have a full collection

What is NOT RECYCLABLE?

- Aluminum foil wrap, plastic food wrap.
- Plastic grocery bags, Styrofoam containers, waxed cardboard (such as milk cartons)
- Rubber bands, paper clips, carbon
- Large server room batteries

6.06 Carton Disposal

To dispose of cardboard cartons, please follow these instructions:

- Flatten cartons
- Retain flattened cartons in a designated area of your premises
- Clearly mark the carton(s) "garbage" and contact 310.MAXX for garbage/recycling stickers

Housekeeping staff will remove garbage nightly. If you accumulate a large number of cartons, boxes or excessive waste during business hours, please contact 310.MAXX to arrange removal.

6.07 Electronic Waste Disposal

Toxic materials found in electronic devices, like lead and mercury, can be extremely hazardous to the environment. Our E-Waste Program is aimed at reducing electronic waste in landfills through the proper disposal of electronics. We collect the following items:

- Monitors, laptops, keyboards, mice, cables, speakers, servers, desktop printers, televisions, radios, stereos, cell phones, inkjet toner, and laser cartridges.

Please collect all E Waste in one area and contact 310.MAXX to request a pick-up.

To request recycling signage for your premises please contact 310.MAXX.

6.08 Pest Control

All areas are serviced for pest control once a month by an independent contractor. This service is provided afterhours, and is included in the operating costs of the building. If you notice any pests please contact us via 310.MAXX to arrange additional services.

HELP US PUT WASTE IN ITS PLACE.

Look for these symbols on the bins or call **310-MAXX** for pick-up. Thanks!

Bin #1: Paper Products
- Computer paper
- Cardboard
- Flyers
- Newsprint
- Magazines
- Shredded paper
- Packaging paper

Bin#2: Beverage Containers & Numbered Plastics
- Plastic bottles
- Aluminium & tin cans
- Glass
- All plastics with a recycling number (#1-7)
- Plastic coffee lids

Food Waste & Compostable Materials
- Food waste
- Coffee ground & filters
- Paper towels
- Non-toxic liquids
- Food-soiled paper
- 'Compostable' labeled containers, bags, and utensils

Non-numbered Plastics
- Coffee cups
- Plastic cutlery
- Straws
- Stir-sticks
- Bottle caps
- Sandwich bags
- Styrofoam

E-Waste
- Cameras
- Cellphones
- Circuit boards
- Computer monitors and equipment
- Copiers
- DVD players
- Microwaves
- Pagers
- Power supplies
- Phones
- Printers & cartridges
- Radios
- Speakers
- Scanners
- Televisions, video recorders and wires

NO ITEMS:
Bin#1
- **Wet paper**
- **Bottles, cans, glass, or plastics**
- **Food waste**
- **Hazardous waste**

Bin#2
- **Paper**
- **Food waste**
- **Non-numbered plastics**
- **Hazardous Waste**

NO ITEMS:
- **Dry paper**
- **Bottles, cans, glass or mixed plastics**
- **Hazardous waste**
- **Used tissues**

NO ITEMS:
- **Paper products**
- **Bottles, can, glass or mixed plastics**
- **Food waste**
- **Hazardous waste**

NO ITEMS:
- **CPUs**

OXFORD
MANAGED WITH PRIDE

Sustainable Intelligence

SECTION VII: SUSTAINABILITY

7.01 Sustainable Intelligence

Oxford's top priority is to make sure that our buildings are among the most sustainable on the planet. That's why we've developed Sustainable Intelligence™, our unique program for managing and communicating our sustainability performance.

We focus on five core issues, consistent with the LEED green building rating system:

At Oxford, we're determined to be an industry leader in sustainability. We embrace recognized standards and best practices, actively engage with our stakeholders, continuously measure and improve performance, and are always innovating to take our practices to the next level.

SI Operations Guide
What does it mean to strive for sustainability? It means empowering our employees. It means engaging our customers. And it means giving back to our communities. We're dedicated to greater sustainability. We encourage you to read our *Sustainable Intelligence Guide for Office Buildings* to discover our core requirements and high performance approach to managing sustainability issues for office buildings. Check it out at www.oxfordproperties.com/sustainable.

Reporting & Targets
At Oxford, we're a company of firsts. We're proud to be the first real estate owner in Canada to publicly report sustainability performance and set reduction targets for greenhouse gases (Target 2012), energy, water, and waste. We continuously monitor performance against our targets and add new targets as our program evolves.

You can read about our performance through our annual sustainability report, available at www.oxfordproperties.com/sustainable.

Signature Project
We're extremely proud of how each property in the Oxford family has embraced sustainability. Our people want to do more, so we've created a *Sustainable Intelligence Signature Project.* The annual competition between Oxford office buildings is design to promote innovation and idea sharing. Talk to your building team if you're interested in helping us make a difference.

Rewards & Recognition
Our Sustainable Intelligence targets are a big deal to us. So we align our targets with bonus programs for our staff and an internal annual awards program that recognizes "*SI Property of the Year*", "*SI Star of the Year*" and *Most Improved Performer Awards*

To learn more about Oxford's Sustainable Intelligence program, go to www.oxfordproperties.com/sustainable or email us at sustainableintelligence@oxfordproperties.com

7.02 LEED Certification

LEED is a globally recognized green building rating system for the design, construction & operation of buildings. Projects can achieve a “Certified”, “Silver”, “Gold” or “Platinum” level of certification. All Oxford office buildings are aligned with the *LEED for Existing Buildings: Operations & Maintenance* rating system and almost all have achieved or are working towards gold LEED EB:O&M certification.

7.03 Green Teams

Some of our greatest green initiatives have come from our customers. That’s why we’ve created joint landlord-tenant green teams. They’re focused on defining a building’s sustainability goals, implement best practices, develop campaigns to help achieve those goals, and get people talking. Customers are invited to Green Team meetings three times per year and are encouraged to participate in multiple lobby events annually.

Past campaigns include:

- Earth Week/Oxford Recycles
- Gear Up To Less Energy
- Tours of GFL facility
- Waste ambassadors and ewaste campaign

SECTION VIII: RULES AND REGULATIONS

1. Security

Landlord may from time to time adopt appropriate systems and procedures for the security or safety of the Building, any persons occupying, using or entering the same, or any equipment, finishings or contents thereof, and Tenant shall comply with Landlord's reasonable requirements relative thereto.

2. Locks

Landlord may from time to time install and change locking mechanisms on entrances to the Building, common areas thereof, and the Premises, and (unless 24 hour security is provided by the Building) shall provide to Tenant a reasonable number of keys and replacements therefor to meet the bona fide requirements of Tenant. In these rules "keys" include any device serving the same purpose. Tenant shall not add to or change existing locking mechanisms on any door in or to the Premises without Landlord's prior written consent. If with Landlord's consent, Tenant installs lock(s) incompatible with the Building master locking system:

(a) Landlord, without abatement of Rent, shall be relieved of any obligation under the Lease to provide any service to the affected areas which require access thereto,

(b) Tenant shall indemnify Landlord against any expense as a result of forced entry thereto which may be required in an emergency, and

(c) Tenant shall at the end of the Term and at Landlord's request remove such lock(s) at Tenant's expense.

3. Return of Keys

At the end of the Term, Tenant shall promptly return to Landlord all keys for the Building and Premises which are in possession of Tenant.

4. Windows

Tenant shall observe Landlord's rules with respect to maintaining window coverings at all windows in the Premises so that the Building presents a uniform exterior appearance, and shall not install any window shades, screens, drapes, covers or other materials on or at any window in the Premises without Landlord's prior written consent. Tenant shall ensure that window coverings are closed on all windows in the Premises while they are exposed to the direct rays of the sun.

5. Repair, Maintenance, Alterations and Improvements

Tenant shall carry out Tenant's repair, maintenance, alterations and improvements in the Premises only during times agreed to in advance by Landlord and in a manner which will not interfere with the rights of other tenants in the Building.

6. Water Fixtures

Tenant shall not use water fixtures for any purpose for which they are not intended, nor shall water be wasted by tampering with such fixtures. Any cost or damage resulting from such misuse by Tenant shall be paid for by Tenant.

7. Personal Use of Premises

The Premises shall not be used or permitted to be used for residential, lodging or sleeping purposes or for the storage of personal effects or property not required for business purposes.

8. Heavy Articles

Tenant shall not place in or move about the Premises without Landlord's prior written consent any safe or other heavy article which in Landlord's reasonable opinion may damage the Building, and Landlord may designate the location of any heavy articles in the Premises.

9. Carpet Pads

In those portions of the Premises where carpet has been provided directly or indirectly by Landlord, Tenant shall at its own expense install and maintain pads to protect the carpet under all furniture having casters other than carpet casters.

10. Bicycles, Animals

Tenant shall not bring any animals or birds into the Building, and shall not permit bicycles or other vehicles inside or on the sidewalks outside the Building except in areas designated from time to time by Landlord for such purposes.

11. Deliveries

Tenant shall ensure that deliveries of materials and supplies to the Premises are made through such entrances, elevators and corridors and at such times as may from time to time be designated by Landlord, and shall promptly pay or cause to be paid to Landlord the cost of repairing any damage in the Building caused by any person making such deliveries.

12. Furniture and Equipment

Tenant shall ensure that furniture and equipment being moved into or out of the Premises is moved through such entrances, elevators and corridors and at such times as may from time to time be designated by Landlord, and by movers or a moving company approved by Landlord, and shall promptly pay or cause to be paid to Landlord the cost of repairing any damage in the Building caused thereby.

13. Solicitations

Landlord reserves the right to restrict or prohibit canvassing, soliciting or peddling in the Building.

14. Food and Beverages

Only persons approved from time to time by Landlord may prepare, solicit orders for, sell, serve or distribute foods or beverages in the Building, or use the elevators, corridors stairwells, balconies or other common areas for any such purpose. Except with Landlord's prior written consent and in accordance with arrangements approved by Landlord, Tenant shall not permit on the Premises the use of equipment for dispensing food or beverages or for the preparation, solicitation of orders for, sale, serving or distribution of food or beverages.

15. Refuse

Tenant shall place all refuse in proper receptacles provided by Tenant at its expense in the Premises or in receptacles (if any) provided by Landlord for the Building, and shall keep sidewalks and driveways outside the Building, and lobbies, corridors, stairwells, ducts and shafts of the Building, free of all refuse.

16. Obstructions

Tenant shall not obstruct or place anything in or on the sidewalks or driveways outside the Building or in the lobbies, corridors, stairwells, balconies or other common areas of the Building, or use such locations for any purpose except access to and exit from the Premises without Landlord's prior written

consent. Landlord may remove at Tenant's expense any such obstruction or thing (unauthorized by Landlord) without notice or obligation to Tenant.

17. Dangerous or Immoral Activities

Tenant shall not make any use of the Premises which involves the danger of injury to any person, nor shall the same be used for any immoral purpose.

18. Proper Conduct

Tenant shall not conduct itself in any manner which is inconsistent with the character of the Building as a first quality building or which will impair the comfort and convenience of other tenants in the Building.

19. Employees, Agents and Invitees

In these Rules and Regulations, Tenant includes the employees, agents, invitees and licensees of Tenant and others permitted by Tenant to use or occupy the Premises.

20. ATM and Vending Machines

The Tenant shall not have the right to install automatic teller machines (ATMs) or vending machines in the Premises.

SECTION IX: TENANT FORMS

Certificate of Insurance

Tenant Contact

Fire Warden

Persons Requiring Assistance

Signage Request

Tenant Key

APPENDIX A

CERTIFICATE OF INSURANCE

CERTIFICATE HOLDER: OXFORD PROPERTIES GROUP INC., and OREC (RAC) HOLDINGS INC. OPGI MANAGEMENT GP INC.

ISSUED BY: _____

(Insurer/Broker)

_____

(Address)

_____

_____

This is to certify that the insurance policies as described below have been arranged through this office for the insured named below. We hereby certify that such insurance policies are in force and effect as of this date.

NAME AND ADDRESS OF INSURED: ("Tenant") _____

_____

_____

INSURED PREMISES: _____

_____

Class of Policy & Name of Insurer	Minimum Coverage Required	Limits of Liability	Policy Term	Policy Number
GENERAL LIABILITY Insurer:	$5,000,000 – bodily injury, each occurrence	$ bodily injury,, each occurrence	From: To:	#
Umbrella Liability insurer:		$ bodily injury,, each occurrence	From: To:	#
PROPERTY - (All Risks) Insurer:	sufficient to fully cover Insured's improvements and all property in the Premises on a replacement cost basis	$ any one loss	From: To:	#
Boiler and Machinery insurer:	sufficient to fully cover Insured's improvements and all property in the Premises on a replacement cost basis	$ any one loss	From: To:	#

Notice of Cancellation: (30) days prior written notice of cancellation of, or material change in the above-noted policies will be given to the Certificate Holder at the address noted below.

Waiver of Subrogation Clause: The validity of the above policies shall not be questioned by reason of the Tenant having prior to loss waived right of recovery from Landlord for any damage whatsoever, which may be caused by it or its employees, agents or contractors.

Additional Insured: Oxford Properties Group Inc., and OREC (RAC) HOLDINGS INC. and OPGI Management Limited Partnership are added as Additional Insured with respect to the above General Liability insurance policy, however only with respect to operations of the Tenant.

Date: _____ Signed by: _____

Authorized Representative

This certificate is to be returned to: Oxford Properties Group
Real Estate Management Office
120 Adelaide Street West, Suite 702
Toronto, Ontario M5H 1T1

Not valid unless signed by an Authorized Representative of the Insurer

Richmond-Adelaide Centre
Tenant Contact Listing

Date:

TENANT INFO		
General Information	Company Name:	
	Building: Building Name	Suite:
	Main Telephone:	Fax:
	Number of employees working in your premises:	
KEY CONTACT		
The following person will be the key office contact & will receive all general correspondence and tenant notices.	On Site Contact Name:	
	On site Contact Title:	
	Email Address:	
	Telephone:	
MANAGEMENT		
The following people will be contacted with regard to accounting or leasing issues.	**Accounting**	
	Contact Name:	Contact Title:
	Telephone:	Email:
	If off site, include mailing address:	
	Leasing	
	Contact Name:	Contact Title:
	Telephone:	Email:
	If off site, include mailing address:	
SERVICE REQUESTS		
The following person will be authorized to approve chargeable service requests, including additional HVAC and keys.	On Site Contact Name:	
	On site Contact Title:	
	Email Address:	
	Telephone:	
	Telephone (after-hours):	
SECURITY ADMINISTRATORS		
The following people will authorize all security access card requests. These requests include new cards and card access changes or deletions. All signatures are kept on file and request forms are cross referenced with the signatures on file.	Contact Name:	Contact Title:
	Signature:	
	Contact Name:	Contact Title:
	Signature:	

Please **print, sign** and **return** to the Oxford Real Estate Management Office
120 Adelaide Street West, Suite 702

Richmond-Adelaide Centre
Tenant Contact Listing

Date:

TENANT INFO		
General Information	Company Name:	
	Building: Building Name	Suite:
	Main Telephone:	Fax:
EMERGENCY/AFTER HOURS CONTACTS		
The following people will be called, in the order provided, in the event of an after hours emergency involving your premises. Contacts will also be added to Send Word Now emergency communication system.	**Contact 1**	
	Contact Name:	Contact Title:
	Home Telephone:	Cell:
	Email:	
	Contact 2	
	Contact Name:	Contact Title:
	Home Telephone:	Cell:
	Email:	
	Contact 3 (If Required)	
	Contact Name:	Contact Title:
	Home Telephone:	Cell:
	Email:	
	Contact 4 (If Required)	
	Contact Name:	Contact Title:
	Home Telephone:	Cell:
	Email:	

Please **print, sign** and **return** to the Oxford Real Estate Management Office
120 Adelaide Street West, Suite 702

Richmond-Adelaide Centre
Fire Warden Appointments

Date:

TENANT INFO	
Company Name:	
Building: Building Name	Suite:
Main Telephone:	Fax:

FUNCTION	APPOINTMENT		PHONE NUMBER	EMAIL
WARDEN	MAIN			
	ALTERNATE			
ASSISTANT WARDEN	MAIN			
	ALTERNATE			
MALE SEARCHER	MAIN			
	ALTERNATE			
FEMALE SEARCHER	MAIN			
	ALTERNATE			
DOOR MONITOR	MAIN			
	ALTERNATE			

*Please note Persons Requiring Assistance cannot be Fire Wardens.

Please **return** to the Oxford Real Estate Management Office
120 Adelaide Street West, Suite 702
Attention: Mina Shukla
mshukla@oxfordproperties.com

Richmond-Adelaide Centre
Persons Requiring Evacuation Assistance

Date:

TENANT INFO	
Company Name:	
Building: Building Name	Suite:
Main Telephone:	Fax:
FIRE WARDEN	
Fire Warden Name:	
Telephone:	
Email Address:	

NAME	FLOOR LOCATION	NATURE OF LIMITATION	ASSIGNED ASSISTANT

*Please note Persons Requiring Assistance cannot serve as each other's assistants.

Please **return** to the Oxford Real Estate Management Office
120 Adelaide Street West, Suite 702
Attention: Mina Shukla
mshukla@oxfordproperties.com

Richmond-Adelaide Centre
Signage Request Form

Date:

TENANT INFO		
General Information	Company Name:	
	Building: Building Name	Suite:
	Main Telephone:	Fax:
LOBBY DIRECTORY		
The following information will be included in the searchable directory located in the lobby.	Company Name:	
	Employees (optional)	
	1.	6.
	2.	7.
	3.	8.
	4.	9.
	5.	10.
ELEVATOR LOBBY SIGN		
The following sign will be displayed in the elevator lobby and provide direction to your office.	Company Name:	
FRONT DOOR SIGN		
The following sign will be displayed on your front door.	Suite Number:	
	Company Name:	

Please **return** to the Oxford Real Estate Management Office
120 Adelaide Street West, Suite 702

Richmond-Adelaide Centre
Key Request Form

Date:

TENANT INFO		
General Information	Company Name:	
	Building: Building Name	Suite:
	Main Telephone:	Fax:

FRONT DOOR KEYS	
Up to 10 for new tenants	New: Front Door Keys
$5 per key	Additional:
STAIRWELL KEYS	
Up to 10 for new tenants	New: Stairwell Keys
$5 per key	Additional:
WOMEN'S WASHROOM KEYS	
Up to 10 for new tenants	New: Women's Washroom Keys
$5 per key	Additional:

MAILBOX KEYS		
Mailbox Number:	Up to 2 for new tenants	New: Mailbox Keys
	$5 per key	Additional:

TURNOVER
Date:
Keys Received By:
Tenant Signature:
Oxford Authorization:

Please **print, sign and return** to the Oxford Real Estate Management Office
120 Adelaide Street West, Suite 702